WorkSource

Self Service Membership System (SSMS)

Implementation Preparedness Packet

2/25/2010

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1.0 Purpose/Introduction

Welcome to the WorkSource SSMS (Self Service Membership System) Implementation Preparedness Packet. This packet is designed to assist staff at WorkSource Centers, Affiliates and Outstations in preparing for the implementation of the WorkSource SSMS application. It contains information to use in discussions and decisions regarding WorkSource SSMS and its function as a tool to support service delivery in a WorkSource environment.

The primary focus of this packet includes information to consider prior to the implementation of WorkSource SSMS. The packet includes both staff and customer considerations for planning purposes as well as supporting information about the application. The intent of this packet is not to provide every detail of the WorkSource SSMS application, but to serve as topic for discussion about how this application will support your current business process and the initial impact it will have on your staff and job seeking customer.

1.1 WorkSource SSMS Functional Description

The new WorkSource SSMS will enable job seekers to self-register with the WorkSource system reducing the need for staff to re-register job seekers. The product will provide the ability to collect self-service registration data and send directly to SKIES, reduce the need for staff to create a new registration for a self-service customer that has already completed one, and to track self-service, in office sessions over time.

This new application provides the customer with the opportunity to create or use their current Go2WorkSource.com user name and password while checking behind the scenes to determine if a record exists in SKIES. If one does not exist, the required customer registration information and optional information entered by the customer will create a record in SKIES.

The WorkSource SSMS will replace the WorkSource Membership System (WMS) and will be installed in all computers utilized in resource rooms.

The WorkSource SSMS application consists of two primary sections:
- *Job Seeker registration and login*: The seeker SSMS section will reside on Resource Room computers. These screens enable job seeker to register and login to the SSMS system, to allow access to MS WORD, the Internet, and any other job preparation applications made available by the WorkSource office.
- *WorkSource staff login*: The SSMS staff section will be available to staff computers to enable WorkSource staff (with a SKIES login) to access SSMS reports and other functions to assist SSMS registered job seekers in resetting SSMS passwords and correcting seeker last name and SSN, when required.

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1.2 Local Role and Responsibility for Planning

The WorkSource SSMS application will provide information to support the tracking of self-service customers who utilize resource room computers. With this new application, the role of WorkSource sites, affiliates and outstations is to review their present business processes to determine how staff and job seeking customers will be impacted by requiring the use of this application on resource room computers. This application will require customers to login and identify why they are visiting the office every time they access resource room computers. These discussions should provide you with enough background to determine whether or not there is a need to re-determine current processes and whether or not they need to be redefined.

1.3 SSMS Training

Training will occur in various locations across the state beginning February 22, 2010 through March 2010. Training will include instructions on how to use the staff functions of the application as well as walking through the application from a customer perspective. Communication on places and dates of training will be provided through email notification and will be posted on the Inside SKIES website.

1.4 SSMS Technical Support

Employment Security Department (ESD) and Non-ESD technical support teams will be available throughout the two pilot site implementations and for statewide implementation.

- Each Workforce Development Area (WDA) has selected an Information Technology (IT) contact for computers located in resource rooms that *are not* on the ESD network. Each IT contact will receive installation and troubleshooting instructions prior to statewide implementation. Any issues with installing the application have been instructed to use the current process of contacting the SKIES Help Desk.
- All resource room computers located in a WorkSource Center, Affiliate and Outstation that are on the ESD network will have the application installed remotely. Any issues with installing the application have been instructed to use the current process of contacting ESD's Central Support Center.

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1.5 SSMS Implementation

There will be a team on standby throughout the implementation with a minimum of a 2 week stabilization period following implementation. This team will be prepared to respond to your needs, communicate, and troubleshoot any problems. If technical issues arise throughout and after implementation please notify the appropriate Help Desk.

WorkSource Self Service Membership System Pilots
The following locations for a pilot were selected and agreed upon by the Self Service Membership (SSMS) Steering Committee:

- WorkSource Aerospace Center at Edmonds Community College
- WorkSource Spokane

Information will be gathered from the pilot sites, compiled, and then used for discussions in the second week of the pilot. The pilot findings will be used to resolve any implementation issues and will set the stage for determining the best implementation approach statewide.

Pilot in 2 locations – one being on the ESD network and one off the ESD network
This involves implementing in two offices, pilot for two weeks, then deploy based on the findings of the pilot, resources, and timeframes available. Central office will provide on site IT support for the purpose of the pilot itself.

Implementation Approach
Implementation approach will be determined based on three factors, pilot site findings, time and resource to ramp up technical implementation and business preparedness. This determination will occur through the SSMS Steering Committee.

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Appendix A – Implementation Preparedness Customer Considerations

- After SSMS is implemented, any customer intending to use a resource room computer must register with SSMS to get a UserID and password to be used to logon each time they use the resource room. WMS registration data has not been converted.

- SSMS is available in both English and Spanish

- SSMS connects with SKIES and Go2WorkSource.com. If one or both of these systems goes down, an advisory is presented on the resource room computer screens, open access to the computer is enabled and SSMS will still function.

- If SSMS goes down resource room computers will still be available for customer use.

- Customers will only need to register with SSMS once. When the customer enters their SSN and name, a search of SKIES and Go2WorkSource quickly determines if a record already exists. The customer will only be presented with registration information questions necessary to create a record in SKIES or Go2WorkSource.com.

- When registering with SSMS, the customer will have a choice to create a Go2WorkSource account using the same UserID and password.

- Every time a customer logs into SSMS they will need to answer the purpose for their visit.

- SSMS will time out in 5 minutes if there is no activity from the keyboard or mouse. Customer will need to log back into SSMS where they can retrieve their information they completed on the computer. If another UserID and password is entered on the "timed out" computer previous customer information **will not** be retained. SSMS will treat the new UserID and password as a new customer and will request the user to indicate the purpose for their visit.

- SSMS was developed using the font size default setting for a windows application so that when the font size is changed to 800x600 at the display settings through the computer's control panel, the font size of the SSMS application is enlarged without distortion.

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Appendix B – Implementation Preparedness Staff Considerations

- Staff Functions will be accessible to WorkSource staff from a URL and InsideSKIES. Offices will need to determine which staff will need to have the URL access. Staff Functions does not take over the desktop like SSMS Seeker access does.

- Staff must be assigned to at least one WorkSource office and have an active SKIES login to access SSMS.

- Staff logging into SSMS will choose one of their own assigned offices. If staff are assigned to multiple offices in SKIES they will have the same options in SSMS. The same staff user roles that exist in SKIES, exist in SSMS.

- Staff log in to SSMS with their SKIES Username and password. As in SKIES, if it is entered incorrectly 5 times, the account will be locked. If locked, follow the same procedure to unlock as you would in SKIES.

- ESD Staff will have access to all seeker accounts in the SSMS database. The customer has the choice to share their data. The default selection is to share their information; however, they can choose to "opt out" in SSMS. The Staff function section in SSMS provides the ability to "opt in" to share customer information.

- The SSMS application supports current process for "opt in" of customer information. Since this function does not update SKIES it is recommended that the SKIES record is reviewed for consistency and to determine "opt in" of customer information in SKIES.

- Access to seeker data in SSMS is available with Staff and Read-Only role. If staff is Non-ESD, data will be restricted if data sharing indicator is "No", just as in SKIES. SSMS Staff role has the ability to update seeker accounts in SSMS.

- Staff will have access to reports of seekers who have registered or logged in to an office within their own WDA.

- Updating staffs' SKIES password will update in SSMS however, staff cannot update their SKIES staff password in SSMS.

- A staff session in SSMS will time out after 60 minutes of inactivity.

- Staff do not have the ability to create a seeker registration from SSMS Staff Functions.

- SSMS has several staff functions that will be covered through training. It is important to note that SSMS will not update any current SKIES record. It will only create a record if one doesn't exist. However, there are several functions where SSMS will update a Go2WorkSource.com account. For example:

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- If seeker has a Go2WorkSource account with the same UserID and password, the temporary password will not update the corresponding Go2WS account but the seeker-entered password will.
- Change seeker SSN-Staff can change seeker SSN in SSMS seeker account. The SSN change will update the corresponding Go2WS account.
- Change seeker last name-Staff can change seeker last name in SSMS seeker account. It will not update either the corresponding Go2WS account or the SKIES record.

- There are 6 reports available in SSMS Staff Functions. Staff should close a report before accessing another report.

- Report data is available for the most recent 30 days. All report data will be sent to the SKIES Data Warehouse.

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Appendix C – Staff Talking Points

What is the benefit of SSMS for customers?

- Personal information is more secure
- It's easy to use
- It's convenient, new members use the same log-in and password as you use on go2worksource.com

What is the benefit of SSMS for staff?

- Allows for more time with customers focused on their needs, rather than administrative work
- Eliminates the need to enter data into two separate data systems (WMS & SKIES)
- Identifies peak demand periods and trends to influence adequate staffing levels
- Accurately identifies the number of customers using self-services and which services they use

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Appendix D – Monitor Sheet for WorkSource SSMS

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Navigating through the Self Service Membership System

Select Language.
- Si prefiere la versión en español de estas instrucciones, por favor pídalas a nuestro personal.

Read explanation.
- If you do not click "OK" you can not advance.

If you have previously registered for WorkSource services through this Self Service Membership System, log in by entering your User ID and Password.
- If you are registering for the first time, click "Sign up now" and see **Registering for WorkSource services** below.

Click the box next to all the services you plan to use today.

Registering for WorkSource services

Answer "Are you legally entitled to work in the United States?"
- If you answer "no" you will be unable to continue. Please see WorkSource staff for help.

Enter your name and Social Security number.
- If you do not provide a valid Social Security number, please see WorkSource staff for help.

Enter a User ID and password, and retype the password.
- If the User ID has already been taken, you will be asked to choose another.

Answer "Would you like us to create a Go2WorkSource.com account…?"
- If you answer "No," your self service registration will not create a Go2WorkSource.com account for you. If you decide later to register with Go2WorkSource.com, you can use your self service User ID and password.

Enter job seeker information using the keyboard and pull-down menus. Bold items are required.

Choose a security question using the pull-down menu and type in the answer.

Read the data sharing notice and decide if you want your information shared.
- If you answer "No," any data you provide will not be shared with our WorkSource partners.

You will receive confirmation of your registration.

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